

# IMMUNIZATION PROGRAM CHILD PROFILE

## Vaccine Ordering Protocol for Third Party Vaccine Distribution

November 2006

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### Background:

The Washington State Department of Health Immunization Program CHILD Profile will transition from centralized state vaccine distribution to third party vaccine distribution beginning in 2007. The current system requires Department of Health Staff to bulk order vaccine from the Centers for Disease Control and Prevention (CDC), store that vaccine in the central state depot, and ship bulk quantities of vaccines to 35 local health departments who maintain vaccine depot level inventories for filling provider orders. Local health departments process individual provider orders, and physically fill those orders from the local health department sub-depot. In addition to filling bulk vaccine orders for local health departments, Department of Health Staff also process individual provider level orders for varicella vaccine. In the third party vaccine distribution system, individual provider orders will be placed and approved by local health departments, submitted to the CDC by the Department of Health and distributed directly to providers from the third party distributor. Depot inventories will no longer be held at the state or local level. Individual provider orders rather than bulk orders will be processed by the state. This protocol outlines the order approval and submission process that will be used by the Department of Health Immunization Program CHILD Profile to support distributing vaccine in this new way.

Individual Provider Orders Faxed to DOH:

#### **Retrieving and sorting orders from the fax machine:**

DOH staff will check the fax machine (360 – 236-3597) hourly

If a fax is in progress, the staff person will wait until that fax has been completed.

Faxes will be sorted by provider identification number (PIN) as follows:

First: Sort by the first three digits in ascending order (from lowest to highest – this will separate the orders by county [the provider identification number has been established to identify the county by the first 3 digits of the number])

Then: Sort each PIN in the county sub-set in ascending order (from lowest to highest) [the provider identification number has been established to identify individual providers by a combination of the county code (the first three digits of the PIN) and the provider number (the last 3 digits of the number)]

#### ***Logging in and order QA check:***

Group orders for each county together, securing them with a paper-clip or rubber band (referred to as “batch,” order from here forward). Count the number of orders received, and place a cover page with the number of provider orders received on the top order. Initial the orders received number.

The county orders should be given to the staff person assigned to enter those orders on behalf of the local health department.

#### ***Data Entry for Faxed Orders:***

Designated staff will be assigned to place provider orders for each county. Back up staff will also be identified in the event of a staff absence. Designated data entry staff will keep a clip board at their work station with a complete list of providers for each county whose orders they will enter.

When the staff person responsible receives the batch orders for data entry, they should check individual provider orders in by placing the check at the front of each provider name on the clip board at their work station. Once the order has been entered into CHILD Profile, or VACMAN (see data entry scenarios, section II) the date the order was placed should be written on the spreadsheet immediately behind the provider name. This will provide a quick reference should an LHJ contact staff with questions about whether or not a specific provider order has been placed, and allows a quality assurance step to be put in place at the time orders are entered.

After the staff person has entered all the orders in that particular batch for a county, the staff person counts the total orders entered, and writes that number on the cover page indicating that the order has been entered, and initial that number. The date the orders were entered into the appropriate software application should be included on the cover

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page, and then the batch should be filed in the appropriate file folder for the month the order was placed, and clearly marked as to which county the orders were from.

### **Entering Orders in CHILD Profile:**

Staff should log on to CHILD Profile using their user ID and password, and begin entering provider ordering data according to the steps outlined in the CHILD Profile Vaccine Management and Ordering Module Desk Reference.

### **Fundamentals of order placement for providers:**

**Select the sort orders by PIN option, this should get you to the sequential list of providers by PIN for an individual county.**

Double check that the provider name matches with the order you are about to enter. Check both the provider identification number to confirm the county and individual provider within the county.

For each order:

- Enter the number of doses used in the previous month for each vaccine as indicated on the order form
- Enter the number of doses on hand for each vaccine as indicated on the order form
- Enter the number of doses requested for each vaccine as indicated on the order form
- Before submitting and entering next, double check all numbers to ensure accuracy.
- If you identify a number has been entered incorrectly, correct the number before submitting the order.
- Check the provider order number, and write it on the individual provider order so you can use it to link the paper order to the system order.

Move to the next order in sequence by either using the “submit order and go to next,” or in the case of a single order being placed for providers within a county (or that particular batch of orders), simply submit the order.

If the next order is not the next in sequence, utilize the “skip and go to next,” feature until you reach the PIN and name of the next order in the batch.

To verify that the correct number of orders have been placed, login as the LHJ IRMS, and check the number of orders waiting for approval – the date of the order can be used to assist you with identifying the orders you have just entered into the system. Count the number of orders listed, check that number against the number on the cover page for the batch orders.

### ***Notifying LHJs of orders pending LHJ approval:***

Once faxed provider orders have been entered into CHILD Profile, e-mail the appropriate LHJ Immunization Coordinator and inform them of the date and number of orders awaiting their approval in CHILD Profile. A standard e-mail such as, “ Dear <<County Name>>Immunization Coordinator – on << month / day/ year, <<xx>> provider orders were entered into CHILD Profile for <<County Name>> providers. You must review and approve these orders before they will be submitted to the CDC for processing. Please logon to CHILD Profile and review those orders. Use the CHILD Profile Vaccine Management and Ordering Module desk reference to assist you with logging onto CHILD Profile and approving the orders. If you need assistance using the CHILD Profile Vaccine Management and Ordering Module, please contact << appropriate DOH staff??>>”

You will be notified that the state has submitted the orders by reviewing the order status at the individual provider accounts level. Please notify Department of Health Immunization Program Staff if an order has not been received by the provider within 14 business days of placement. Thank you. << staff name >>

**Note:** All individually faxed provider orders must be approved by the LHJ Immunization Coordinator or his or her designee prior to state approval and submission for fulfillment.

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### **DOH Order Approval and Submission to CDC:**

#### **Faxed Orders:**

The Lead Vaccine Consultant will review orders awaiting state approval each hour. Vaccine orders should be approved by the state and submitted for processing unless there is a concern over the vaccine supply that would compel the state to alter the order in any way.

Prior to beginning the approval process, count the number of provider orders that are awaiting state approval – log the date the orders were submitted, the number of orders approved for each day.

Once the approval log has been completed, approve all orders by selecting approve all and submit to VACMAN.

In addition to approving individual provider orders, the Lead Vaccine Consultant will be responsible for implementing the following Quality Improvement protocol:

Each day, 5% of all orders in the queue awaiting approval for each LHJ batch will be reviewed at the individual provider order level and orders will be checked against faxed order to ensure that the number of doses being requested is appropriate and matches the original order sheet.

#### **Orders selected for the QI process should be reviewed using the following guidance and documentation procedure:**

Ensure that the provider name matches with the order in the system. Check the provider identification number to confirm the county and individual provider within the county. Check to determine if there has been any address or other shipping information, and if so, that the information was updated in the system.

For each order:

- Review the number of doses used in the previous month as entered in the system and as indicated on the order form
- Review the number of doses on hand for each vaccine as entered in the system and as indicated on the order form
- Review the number of doses requested for each vaccine as entered in the system and as indicated on the order form
- Make note of any number that has been entered incorrectly.
- Correct any incorrect information number before approving the order.
- Write the individual provider name, PIN, order number and date on the cover sheet for the batch that included the order chosen for the QI process. Note whether there were any discrepancies between the order as placed in the system, and the faxed order form for any of the above information, including discrepancies for name and shipping information.
- Maintain a log of orders in the QI process that have errors and calculate the monthly error rate (% of QI selected orders with errors; % of overall orders with errors. Note error rates for individual data entry staff.
- Establish monthly QI meetings with data entry staff to ensure that errors are identified and corrected; if procedures or protocols need to change to support more accurate data entry, they should be identified by the group, and written protocols updated to include the necessary changes.

Each day, the status of provider orders should be checked by the Lead Vaccine Consultant to determine the status of orders that have been placed and approved by DOH.

Return shipping information should be forwarded to LHJs either via e-mail as an electronic file (include only the providers for their county in the file), or through the export from VACMAN to the registry.